

The Honorable Michael K. Powell
Chairman
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Dear Chairman Powell:

Sirs,

My name is Sheldon Koehler and I am the founder and 1/3 partner in Ten Forward Communications in Port Angeles, Washington. Founded in 1991 and presently serving almost 3,000 customers, most of whom live and work in Port Angeles but we also do a fair amount of web hosting for customers throughout the nation, and have some overseas customers as well.

We offer many services that our local phone company, Qwest, does not. Services like free Internet Software installation in our office and local support in our town.

When we opened for business we started, as many ISPs did, with a stack of ordinary dial-up modems and a fistful of phone lines from Qwest (formerly US West). Of course getting phone lines from Qwest was always a problem, and we frequently lost customers when our modem lines became busy because Qwest was late delivering phone lines we had ordered well in advance, sometimes as much as 6 months.

Here in Washington, the Attorney General is investigating slamming by Qwest when customers call for DSL and ask for their local ISP and not MSN/Qwest. Telling ISP's they cannot sell DSL to a particular address only to contact the customer directly and offer the same service.

The answer is for the FCC to make a good faith effort to uncover the discrimination (whether it is in pricing or provisioning) and put an end to it. Until the FCC has demonstrated that it is willing to do this for ISPs, any talk about lifting the rules for monopolies like Qwest is premature.

I hope that you will take my comments seriously - I am sending a copy of this letter to my Congressman as well.

Sincerely,

Sheldon Koehler
206 S. Lincoln St. Suite 205
Port Angeles, WA 98362